



VA Online: *Fast and Easy Access to Information*

Several Web sites provide information for and about Veterans and are referenced in this report. The table below provides links to many of these and shows page locations where they are cited herein.

<i>What Information do you Need?</i>	<i>Web Site</i>	<i>PAR Location</i>
<i>An Electronic Version of This Report</i>	www.va.gov/budget/report	<i>See Page I-17</i>
<i>Health Care in VA</i>	www1.va.gov/health/index.asp	<i>See Page I-20</i>
<i>Managing My Health as a Veteran</i>	www.myhealth.va.gov	<i>See Page I-69</i>
<i>Medical Research in VA</i>	www.research.va.gov	<i>See Page I-20</i> <i>See Page II-49</i> <i>See Page II-53</i> <i>See Page II-81</i>
<i>Clinical Training Opportunities and Education Affiliates</i>	www.va.gov/oaa	<i>See Page II-79</i>
<i>Disability Compensation for Veterans</i>	www.vba.va.gov/bln/21/compensation	<i>See Page I-21</i>
<i>Pension Benefits for Veterans</i>	www.vba.va.gov/bln/21/pension	<i>See Page I-21</i>
<i>Education Benefits for Veterans</i>	www.gibill.va.gov	<i>See Page I-21</i> <i>See Page I-46</i>
<i>Vocational Rehabilitation and Employment for Veterans</i>	www.vba.va.gov/bln/vre/index.htm	<i>See Page I-21</i>
<i>Home Loans for Veterans</i>	www.homeloans.va.gov	<i>See Page I-21</i> <i>See Page II-4</i>
<i>Insurance Benefits for Veterans</i>	www.insurance.va.gov	<i>See Page I-22</i> <i>See Page II-59</i>
<i>Burial Benefits for Veterans</i>	www.cem.va.gov	<i>See Page I-22</i> <i>See Page II-24</i> <i>See Page II-44</i> <i>See Page II-61</i>
<i>Opportunities for Veteran-Owned Small Businesses</i>	www.VetBiz.gov	<i>See Page II-23</i>
<i>American Recovery and Reinvestment Act of 2009</i>	www.va.gov/recovery	<i>See Page I-80</i>
<i>Minority Veterans</i>	www1.va.gov/centerforminorityVeterans	<i>See Page II-49</i>
<i>Women Veterans</i>	www.va.gov/womenvet	<i>See Page II-48</i>
<i>Survivors Assistance</i>	www.va.gov/survivors	<i>See Page II-50</i>
<i>Security and Preparedness</i>	www.osp.va.gov	<i>See Page I-54</i>
<i>Recently Published VA Regulations</i>	www.va.gov/VA_Regulations	<i>See Page I-64</i>
<i>VA's Work With Faith-Based Organizations</i>	www.va.gov/cfbnpartnerships	<i>See Page I-61</i>



Making the Internet Work for America's Veterans



VA has rolled out the first phase of a **large-scale Web renovation** to better serve America's Veterans. This first and most visible step of the renovation changed the Web site's look, making it easier for Veterans and their families to navigate and find the information they are looking for.

"VA is looking at all possible ways to increase our outreach efforts so that we can reach all our Veterans and their family members," said L. Tammy Duckworth, Assistant Secretary for Public and Intergovernmental Affairs. "That includes leveraging

new technologies and creating user-friendly Web Sites."

Since fall 2009, VA has made a concerted effort to reach and converse with a younger cohort of Veterans through the use of social media, including *Facebook*, *Twitter*, *YouTube*, *Flickr*, and blogs. Currently, VA has the fastest growing *Facebook* page (and largest following) among Cabinet-level agencies, and is rapidly expanding in other ways. Each administration (VHA, VBA, and NCA) has its own page for topic-specific conversations, as do over a dozen VA medical centers—with plans to launch a page for every medical center.

The Department and each of the administrations also have official **Twitter** feeds. While over a dozen VA medical centers have active Twitter feeds, VA has begun to expand to all medical centers. In January 2010, the first official *Twitter* feed for a VA principal was launched, as Assistant Secretary Tammy Duckworth now engages with the public via her own VA Twitter account.

VA has also embraced video- and photo-sharing media with the use of **YouTube** (videos) and Flickr (photos). Segments from the news magazine program *The American Veteran* are now posted on *YouTube*, while a selection of them is showcased on the VA homepage.

In terms of **blogging**, VA has plans to launch an online communications hub that will feature a central VA blog, and topical blogs and have a section for guest pieces submitted by VA staff and the public alike. In lieu of that, VA has been spreading its message via other sites—with pieces published at the *White House Blog*, *Military.com*, and *The Huffington Post*.

For its efforts to reach Veterans online via new media this year, VA's Office of Public Affairs has been recognized in both the *Washington Post* (<http://www.washingtonpost.com/wp-dyn/content/article/2010/04/08/AR2010040805128.html>) and the *Huffington Post* (http://www.huffingtonpost.com/richard-allen-smith/vet-bloggers-storm-america_b_467186.html).

For more information, visit the **Web** site at www.va.gov.